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*Nanette S. Edwards*  
*Chief Counsel and Director of Legal Services*

February 24, 2012

**VIA ELECTRONIC FILING**

Jocelyn G. Boyd, Esquire  
Chief Clerk & Administrator  
Public Service Commission of South Carolina  
101 Executive Center Drive, Suite 100  
Columbia, South Carolina 29210

**Re: REQUEST FOR EXPEDITED RELIEF**

Dear Ms. Boyd:

Pursuant to Commission Order No. 2006-76, ORS requests that the Commission “use all appropriate measures, including without limitation the use of hearing officers, to consider, and if appropriate, rule on such matters [matters] on an emergency and expedited basis.”<sup>1</sup> ORS requests the Commission issue an order allowing AT&T, to the extent technically feasible, to use good-faith efforts to provide automated telephonic notice to the DialTone & More, Inc. (“DTM”) end users of the impending termination of service.

On February 15, 2012, AT&T South Carolina notified ORS that wholesale services to DTM may be terminated on March 1, 2012 for breach of contract and/or nonpayment of wholesales services. This notification by AT&T South Carolina was provided to ORS in accordance with Commission Order No. 2006-76.

ORS, in turn, notified DTM on February 15, 2012 of this pending termination of service and requested DTM notify its end user customers sufficiently in advance of the date on which AT&T South Carolina would terminate wholesale service and remove all preferred carrier freezes. As of the date of this filing, DTM has failed to confirm that it has provided customers sufficient notice and has not provided a copy of the customer notice to ORS.

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<sup>1</sup> In re: *Generic Proceeding to Investigate Emergency Services Continuity Plans*, Docket No. 2005-100-C, Order No. 2006-76 at page 3, S.C. PSC (February 27, 2006). See also Order No. 2010-850 appointing standing hearing officers for procedural or non-dispositive matters. In the instant case, ORS is requesting that the Commission authorize AT&T to notify DTM customers of the impending disconnection of service.

In an abundance of caution, ORS generated a consumer advisory on February 22, 2012, to alert the approximately 5,700 DTM customers of a potential service termination on March 1, 2012. This consumer advisory was distributed to statewide media resources and posted on the ORS website.

At ORS's request, AT&T South Carolina has agreed that upon issuance of a Commission Order authorizing it to do so, it will use good-faith efforts to provide an automated message to DTM end user customers on or after March 1, 2012, informing the customers that DTM will no longer be able to provide local telephone service and that customers have three (3) days from the date of the automated message to make arrangements with another service provider. Customer notice is critical to ensure customers have sufficient time to choose an alternative service option. For this reason, ORS requests that prior to March 1, 2012 the Commission authorize AT&T South Carolina to provide an automated message to DTM end user telephone numbers in South Carolina on or after March 1, 2012. This message shall inform the customers that DTM will no longer be able to provide local telephone service and that the customer have three (3) days from the date of the automated message to make arrangements with another service provider or lose local telephone service.

We appreciate your assistance in this matter.

Respectfully submitted,

A handwritten signature in cursive script that reads "Nanette S. Edwards".

Nanette S. Edwards

cc: Patrick Turner, Esquire  
Denielle Townsend, DialTone & More, Inc.  
Jack Pringle, Esquire  
Henry Walker, Esquire